#### Use March 15, 2008 through April 30, 2008

PURPOSE: We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs may work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any explanation of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

**DIRECTIONS:** Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 3/19/08			Diame: DISP. L. Rounds
	(Where ca	all received)	(Call taker)
Time or period of time th	at individual or rela	ated call(s) were received:	1301
Number of suspected call	Is received from sus	pected single caller:	ALT# 911-035-0026
	ind (3) whether the I	PSAP was able to dispatch l	e describe (1) the nature of the call, (2) if the calle help (directly or through a transfer or relay of the call
Threatening in nature? Prank call?	Yes No Yes No	Bogus calls for he Hang up(s)?	Yes No
Accidental dial?	Yes No	- as	Kid Playing with Phoxe
Other?	YesNo	_ (If yes, please explain: $\angle$	TIA Playing with Those
How much time (approxi	imate) did call taker:	s or dispatchers spend on th	he call(s)? 30 Sec.
			on the call(s)?
Please describe harassing attach any supporting cal	g calls, providing as Il information or call	much detail as possible for l narratives.)	r especially aggravated cases. (Please feel free to

Fax or email all information to:

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

**DIRECTIONS:** Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/10/08	PSAP: East Windsor PD Name: Disp. Bourke (Where call received) (Call taker)
Time or period of time th	nat individual or related call(s) were received:
Number of suspected cal	ls received from suspected single caller: ALT#
provided their location, a	for help from non-initialized phones, please describe (1) the nature of the call, (2) if the call (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call before location could be established:
	ot legitimate calls for help (harassing calls), please indicate the nature of the calls:
Threatening in nature?	Yes No Bogus calls for help? Yes No Hang up(s)? Yes No
Prank call? Accidental dial?	Yes No Hang up(s)? Yes No Yes
Other?	Yes No (If yes, please explain: NO ONE ON the line)
How much time (approx	imate) did call takers or dispatchers spend on the call(s)?
	imate) did emergency service providers spend on the call(s)?
	g calls, providing as much detail as possible for especially aggravated cases. (Please feel free to ll information or call narratives.)

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

**DIRECTIONS:** Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/16/08 PSAP: East Windsor PD Name: S. Bourke
(Where call received) (Call taker)
Time or period of time that individual or related call(s) were received: 10.55 10.56
Number of suspected calls received from suspected single caller: 2 ALT# (911) 456-7397
For any <u>legitimate calls</u> for help from non-initialized phones, please describe (1) the nature of the call, (2) if the call provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call or the call was discontinued before location could be established:
For any calls that were <u>not legitimate</u> calls for help ( <u>harassing calls</u> ), please indicate the nature of the calls:  Threatening in nature? Yes No Bogus calls for help? Yes No Prank call? Yes No Hang up(s)? Yes No
Accidental dial? Yes V No
Other? Yes No (If yes, please explain:
How much time (approximate) did call takers or dispatchers spend on the call(s)?
How much time (approximate) did emergency service providers spend on the call(s)?
Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)  Methally Challanged Chellaplaying with his pustern phone.

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

**DIRECTIONS:** Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/18/08 PSAP: East Windsor PD Name: S. Bourke
(Where call received) (Call taker)
Time or period of time that individual or related call(s) were received:
Number of suspected calls received from suspected single caller: ALT# (911) 576-2481
For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:  Section 5 language Daccier Involved a dispute between 2  CO-COCKERS OF the East Windson Restaurant. Location was provided. Officers and respond, Time on Call was 17 min.
For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:  Threatening in nature? Yes No Bogus calls for help? Yes No Prank call? Yes No Hang up(s)? Yes No Other? Yes No (If yes, please explain:
How much time (approximate) did call takers or dispatchers spend on the call(s)?
How much time (approximate) did emergency service providers spend on the call(s)?
Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

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Date: 4/22/08	PSAP: East Windsor PD Name: DISO BOWKE	
	(Where call received) (Call taker)	
Time or period of time tha	at individual or related call(s) were received:	
Number of suspected calls	s received from suspected single caller: ALT#(9//)030-933	38
provided their location, an	for help from non-initialized phones, please describe (1) the nature of the call, (2) if the had (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of ed before location could be established:	
For any calls that were not Threatening in nature? Prank call?	Yes No Hang up(s)? Yes No No	
Accidental dial?	Yes No	
Other?	YesNo (If yes, please explain:)	
How much time (approxin	mate) did call takers or dispatchers spend on the call(s)?	
How much time (approxim	mate) did emergency service providers spend on the call(s)?	
Please describe harassing attach any supporting call	calls, providing as much detail as possible for especially aggravated cases. (Please feel free information or call narratives.)  WO ONE ON THE LINE I MEDITED TO CALL DECK.	; to

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

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Date: 7/09/(/8	PSAP:_		Whydsof PD all received)	_ Name	: <u> </u>	(Call take	r)	
Cima or period of time th	ant individ	lual or rat	ated call(s) were received:		13:4	6	r	
i fille of period of tille ti	iai marviu	iuai di ici	ateu can(s) were receiveu.			7042	027	
Number of suspected cal	ls received	d from su	spected single caller:		ALT#	911)	53/-	55 <i>5</i> 7
For any legitimate call:	s for help	from no	n-initialized phones, pleas	e descri	ibe (1) th	e nature o	of the call.	(2) if the caller
			PSAP was able to dispatch					
or the call was discontinu			-	• `	•	•		•
					•			
						14		
			<del></del>			<u>*:</u>		<del></del>
For any calls that were n	ot legitim	ate calls	for help (harassing calls),	please i	ndicate th	ne nature o	f the calls:	
		ate calls	for help ( <u>harassing calls),</u> Bogus calls for l	please i	ndicate th	ne nature o	f the calls:	
Threatening in nature?		ate calls No _No	for help ( <u>harassing calls</u> ), Bogus calls for l Hang up(s)?	please i	ndicate the YesYes	ne nature o	f the calls:	
Threatening in nature? Prank call?	Yes	No No		please i	ndicate tl Yes _ Yes _	ne nature o	f the calls:	
Threatening in nature? Prank call? Accidental dial?	Yes Yes	No No No	for help ( <u>harassing calls),</u> Bogus calls for l Hang up(s)? (If yes, please explain:	help?	Yes _ Yes _	No No	f the calls:	)
Threatening in nature? Prank call? Accidental dial? Other?	Yes Yes Yes	No No No No	Bogus calls for l Hang up(s)?  (If yes, please explain:	nelp?	Yes _ Yes _	No No		)
Threatening in nature? Prank call? Accidental dial? Other?	Yes Yes Yes	No No No No	Bogus calls for l Hang up(s)?	nelp?	Yes _ Yes _	No No		)
Threatening in nature? Prank call? Accidental dial? Other? How much time (approx	Yes Yes Yes Yes imate) did	No No No No No call take:	Bogus calls for l Hang up(s)?  (If yes, please explain:	help?	Yes	No_ No_		)
Threatening in nature? Prank call? Accidental dial? Other? How much time (approx	Yes Yes Yes Yes imate) did	No No No No No call take:	Bogus calls for l Hang up(s)?  (If yes, please explain:	help?	Yes	No_ No_		)
Threatening in nature? Prank call? Accidental dial? Other? How much time (approx.) How much time (approx.)	Yes Yes Yes Yes imate) did	No No No No Call takes	Bogus calls for l Hang up(s)?  (If yes, please explain: rs or dispatchers spend on cy service providers spend	the call(	Yes _ Yes _ (s)? _//	No No No	te au	 bardoned
Threatening in nature? Prank call? Accidental dial? Other? How much time (approx.) How much time (approx.)	Yes Yes Yes Yes imate) did imate) did	NoNoNoNoNoI call take:	Bogus calls for l Hang up(s)?  (If yes, please explain: rs or dispatchers spend on cy service providers spend s much detail as possible for	the call(	Yes _ Yes _ (s)? _//	No No No	te au	 bardoned

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Date: 03-16-2008	PSAP: FARMINGT (Where call re		_ Name:		LA l taker)	
Time or period of time t	hat individual or related	call(s) were received:	16:3	<b>ɔ</b>		
Number of suspected ca	lls received from suspec	ted single caller:	ALT	# <b>911</b>	065	8467
For any legitimate call provided their location, or the call was discontin	and $(3)$ whether the PSA	AP was able to dispate				
For any calls that were nature? Prank call?	Yes No Yes No Yes No Yes	Bogus calls for Hang up(s)?	nelp? Y Y	es No	)	
Accidental dial?			. ^			
Accidental dial? Other?	Yes No (I					•
Accidental dial? Other? How much time (approx	Yes _ ✓ No (I imate) did call takers or	dispatchers spend on	the call(s)?	30	seconi	•

Fax or email all information to:

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rate: 3/17/08 PSAP: Formington PD Name: Ihuley Buden (Where call received) (Call takey)
ime or period of time that individual or related call(s) were received: 22.20
umber of suspected calls received from suspected single caller: ALT# 911-111-8477
or any <u>legitimate calls</u> for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller rovided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) the call was discontinued before location could be established:
or any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:  hreatening in nature? Yes No Bogus calls for help? Yes No rank call? Yes No Hang up(s)? Yes No
ccidental dial? Yes No (If yes, please explain:
ow much time (approximate) did call takers or dispatchers spend on the call(s)? 40 xecond
ow much time (approximate) did emergency service providers spend on the call(s)?
lease describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to tach any supporting call information or call narratives.)

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Date: 03-21-2008	PSAP:_	FARMING	IDN (red)	Name	Sim	(Call taker	NSABELLA
Time or period of time t							<u> </u>
Number of suspected ca	lls received	I from suspected	single caller;	2	ALT#_ <b>9</b>	11 00	5 5237
For any legitimate cal provided their location, or the call was discontinuous	and (3) wh	ether the PSAP v	was able to dispa	itch help (d	irectly or t	hrough a t	
For any calls that were particles of the state of the sta	Yes	No / No /	Bogus calls for	or help?	Yes	No 🗸	
Accidental dial? Other?	Yes Yes	_ No <b>_√</b> _ _ No_ <b>√</b> _ (If ye	es, please explair	1:			
How much time (approx					_		
How much time (approx	timate) did	Oxition 201103 1001 1					

Jeffrey Vannais- PSAP Representative, Enhanced 9-1-1 Commission

Email: jvannais@ci.east-hartford.ct.us

Fax: 860-610-6294

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Date: 32408 PSAP: Forming Name: Johnson Kim (Where call received) (Call taker)
Time or period of time that individual or related call(s) were received: 0'750
Number of suspected calls received from suspected single caller: ALT# (911)020 - 80077
For any <u>legitimate calls</u> for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:
For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:  Threatening in nature? Yes No X Bogus calls for help? Yes No Yes No Yes No Yes No X Hang up(s)? Yes X No Yes No X Other? Yes No X (If yes, please explain:
How much time (approximate) did call takers or dispatchers spend on the call(s)?
Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

Fax or email all information to:

Jeffrey Vannais- PSAP Representative, Enhanced 9-1-1 Commission Fax: 860-610-6294 Email: <a href="mailto:jvgnnais@ci.east-hartford.ct.us">jvgnnais@ci.east-hartford.ct.us</a>

#### **Use March 15, 2008 through April 30, 2008**

PURPOSE: We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs may work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any explanation of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

**DIRECTIONS:** Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: <u>03-29-2008</u>	PSAP: FARMING T		Name: <u>Si MON</u>	Cavorbella Call taker)
Time or period of time the	nat individual or related	call(s) were received:	10:57	
Number of suspected cal	ls received from suspect	ted single caller:	ALT#_ <b>9//</b>	- 191-6447
	and (3) whether the PSA	P was able to dispatch h		nature of the call, (2) if the rough a transfer or relay of t
For any calls that were <u>n</u> Threatening in nature? Prank call?	Yes No Yes No			
Accidental dial? Other?	Yes No <u>~</u> Yes No <u>~</u> (If	f yes, please explain:		)
How much time (approx	imate) did call takers or	dispatchers spend on the	e call(s)?	<b>D</b>
			_	Ø
		ch detail as possible for		ted cases. (Please feel free

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

**DIRECTIONS:** Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 04 05 266 PSAP: FARMINGTON FD Name: CEASABELIA (Call taker)  Time or period of time that individual or related call(s) were received: 12:57  Number of suspected calls received from suspected single caller:
For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay or the call was discontinued before location could be established:  For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:  Threatening in nature? Yes No Bogus calls for help? Yes No  Prank call? Yes No Hang up(s)? Yes No  Other? Yes No (If yes, please explain:
For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:  Threatening in nature? Yes No Bogus calls for help? Yes No Hang up(s)? Yes No  Prank call? Yes No  Other? Yes No  (If yes, please explain:
Threatening in nature? Yes No V Bogus calls for help? Yes No No No V Hang up(s)? Yes No No V Other? Yes No V (If yes, please explain:
How much time (approximate) did call takers or dispatchers spend on the call(s)?
How much time (approximate) did emergency service providers spend on the call(s)?
Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel fre attach any supporting call information or call narratives.)

Jeffrey Vannais- PSAP Representative, Enhanced 9-1-1 Commission

Email: <u>ivannais@ci.east-hartford.ct.us</u>

Fax: 860-610-6294

Non-initialized call form (3/10-08)

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Date: 4/4/2008	PSAP: FARM(NGTON (Where call received)	Name: BOUCHEK # 153 (Call taker)
Time or period of time t	hat individual or related call(s) were rece	ived: 1658
Number of suspected ca	lls received from suspected single caller:	1 ALT# (911) 008-4572
provided their location,		please describe (1) the nature of the call, (2) if the spatch help (directly or through a transfer or relay of
For any calls that were Introduced Threatening in nature?  Prank call?	Yes No V Bogus calls	ralls), please indicate the nature of the calls: s for help? Yes No No
Accidental dial? Other?	Yes No 🖊	lain:
How much time (approx	cimate) did call takers or dispatchers spen	nd on the call(s)? /o seconos
Have much time (aumnes	simate) did emergency service providers	spend on the call(s)?
How much time (approx		

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Date: 4/13/08	PSAP: FARMING	670N N	ame: <u>SE</u>	IIGNY
	(Where call rec			(Call taker)
Time or period of time th	nat individual or related o	call(s) were received:	6.72	
Number of suspected cal	ls received from suspect	ted single caller:	ALT#	9/1-051-6263
provided their location, a		P was able to dispatch he		he nature of the call, (2) ir through a transfer or relay
		elp ( <u>harassing calls</u> ), ple	ase indicate t	he nature of the calls:
Threatening in nature?	Yes No	elp ( <u>harassing calls</u> ), ple Bogus calls for help	ase indicate to? Yes _	he nature of the calls:
Threatening in nature? Prank call?	Yes No Yes No	elp ( <u>harassing calls</u> ), ple Bogus calls for help Hang up(s)?	ease indicate to Yes _ Yes _	he nature of the calls:  No No
Threatening in nature? Prank call? Accidental dial?	Yes No Yes No Yes No	Bogus calls for help Hang up(s)?	ase indicate to? Yes _ Yes _	he nature of the calls:  No No No
Threatening in nature? Prank call? Accidental dial? Other? How much time (approx	Yes No Yes No Yes No (If imate) did call takers or o	Bogus calls for help Hang up(s)? Tyes, please explain:	? Yes _ Yes _l call(s)? <u>/es</u>	NoNo

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Date: 4/15/08	PSAP: Far Ming	)	Name: Li	Chfeld (Call taker)	
Time or period of time t	nat individual or related call	(s) were received:	23:4	7	
Number of suspected ca	ls received from suspected s	single caller:	ALT#_		
provided their location,	s for help from non-initialiand (3) whether the PSAP we used before location could be	as able to dispatch he			
For any calls that were not threatening in nature? Prank call? Accidental dial?	ot legitimate         calls for help (           Yes         No X           Yes         No X           Yes         No X	(harassing calls), plo Bogus calls for help Hang up(s)?	? Yes	the nature of the No X No X	calls:
Other?	Yes No (If yes	, please explain:			)
How much time (approx	imate) did call takers or disp	atchers spend on the	call(s)?	) min	
	imate) did emergency servic	-		_	
Please describe harassing	g calls, providing as much dell information or call narration	etail as possible for e			Please feel free to
attach any supporting ca	Il information or call narrativ	/es.)			

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Date: 4 15 08	PSAP: FARMINISTEN	Name: BOUCHOY #153
	(Where call received)	(Call taker)
Time or period of time th	nat individual or related call(s) were re	ceived: 17:35 - 17:37
Number of suspected cal	ls received from suspected single calle	er: <u>3</u> ALT# (911) 629 - 7252
provided their location, a		es, please describe (1) the nature of the call, (2) is dispatch help (directly or through a transfer or relayed:
For any calls that were n	ot legitimate calls for help (harassing	calls), please indicate the nature of the calls:
Threatening in nature?	Yes No Bogus ca	alls for help? Yes No Yes No
Prank call?		(s)? Yes <u>\(\sigma\)</u> No
Accidental dial?	Yes No	
Other?	Yes No (If yes, please ex	xplain:
How much time (approx	I imate) did call takers or dispatchers sp	end on the call(s)?
How much time (approx	imate) did emergency service provider	rs spend on the call(s)? < 1:00
	g calls, providing as much detail as pos Il information or call narratives.)	ssible for especially aggravated cases. (Please feel
	,	/
		/
		<del> </del>

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ate: 64: 16:2008 PSAP: FARMINATON, CT Name: CENSABELLA (Where call received) (Call taker)
ime or period of time that individual or related call(s) were received: 13:08 -> 13:34
umber of suspected calls received from suspected single caller: $\frac{5}{+2}$ ALT# $\frac{(911)627 \cdot 8575}{(6.05)}$ or any <u>legitimate calls</u> for help from non-initialized phones, please describe (1) the nature of the call, (2) if the call
or any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the call covided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call was discontinued before location could be established:
or any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:  areatening in nature? Yes No Bogus calls for help? Yes No  ank call? Yes No  Hang up(s)? Yes No  ccidental dial? Yes No
ther? Yes No (If yes, please explain: open line Hangup)
ow much time (approximate) did call takers or dispatchers spend on the call(s)? 2 windles
ow much time (approximate) did emergency service providers spend on the call(s)?
ease describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to tach any supporting call information or call narratives.)

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Date: 04-16-2008	PSAP: TARMINGTO (Where call received	N, CT N	Name: CENSABELIA (Call taker)	<u> </u>
Time or period of time t	hat individual or related call(	s) were received:	13:34	
Number of suspected ca	lls received from suspected s	ingle caller:	ALT# (911) 029 - 725	2
provided their location,		is able to dispatch he	describe (1) the nature of the call elp (directly or through a transfer or	
For any calls that were <u>n</u> Threatening in nature? Prank call?	ot legitimate calls for help ( Yes No Yes No	harassing calls), ple Bogus calls for help Hang up(s)?	ease indicate the nature of the calls:  O? Yes No  Yes No	
Accidental dial? Other?	Yes No 🗸			)
How much time (approx			call(s)?	
			the call(s)?	
	r calle providing as much de	tail as possible for e	specially aggravated cases. (Please	feel free t

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Date: 4/19/08		INGTON Il received)	Name: SE	UIGNY (Call taker)	
Time or period of time t	hat individual or rela	ted call(s) were received	17:22		
Number of suspected ca	ls received from sus	pected single caller:	ALT#	911-067-161	<u> 15</u>
	and (3) whether the F	n-initialized phones, plear PSAP was able to dispate could be established:			
Threatening in nature? Prank call?	Yes No No No		nelp? Yes	the nature of the calls: No No	
Accidental dial? Other?	Yes No Yes No	(If yes, please explain:			)
How much time (approx		s or dispatchers spend on		JONE	
		y service providers spend			
	g calls, providing as:	much detail as possible f			e feel free to

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Date: 4/33/08 PSAP: FRPINATON (Where call received) (Call taker)  Time or period of time that individual or related call(s) were received: 6.08  Number of suspected calls received from suspected single caller: ALT# 9/1-/10-66/4  For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of to or the call was discontinued before location could be established:  For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls: Threatening in nature? Yes No Bogus calls for help? Yes No Accidental dial? Yes No Hang up(s)? Yes No Accidental dial? Yes No (If yes, please explain: )  How much time (approximate) did call takers or dispatchers spend on the call(s)? 5500005  How much time (approximate) did emergency service providers spend on the call(s)? Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free attach any supporting call information or call narratives.)	Date: 4/23/08	PSAP: FAR	MINGTON	_Name:_S&	VIGNY	<del></del>
Number of suspected calls received from suspected single caller:/ALT#9////0-66/4_  For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call was discontinued before location could be established:  For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls: Threatening in nature? YesNo Pooling in nature? YesNo Hang up(s)? YesNo No Accidental dial? YesNo (If yes, please explain:)  Other? YesNo (If yes, please explain:)  How much time (approximate) did call takers or dispatchers spend on the call(s)?					(Call taker)	
Number of suspected calls received from suspected single caller:/ALT#9////0-66/4_  For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call was discontinued before location could be established:  For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls: Threatening in nature? YesNo Pooling in nature? YesNo Hang up(s)? YesNo No Accidental dial? YesNo (If yes, please explain:)  Other? YesNo (If yes, please explain:)  How much time (approximate) did call takers or dispatchers spend on the call(s)?	Time or period of time th	at individual or rela	ated call(s) were received	: 16.08		
For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call was discontinued before location could be established:  For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:  Threatening in nature?  Yes No Bogus calls for help? Yes No Accidental dial?  Yes No Hang up(s)?  Yes No (If yes, please explain:  How much time (approximate) did call takers or dispatchers spend on the call(s)?  How much time (approximate) did emergency service providers spend on the call(s)?  Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free attach any supporting call information or call narratives.)	Number of suspected cal	ls received from sus	pected single caller:	/ ALT#	911-110-6614	/ <del></del>
Threatening in nature? Yes No Bogus calls for help? Yes No No Accidental dial? Yes No Hang up(s)? Yes No No Other? Yes No (If yes, please explain: )  How much time (approximate) did call takers or dispatchers spend on the call(s)? /5 Second	For any <u>legitimate calls</u> provided their location, a	for help from non and (3) whether the H	n-initialized phones, plea PSAP was able to dispate	se describe (1)	the nature of the call, (2	2) if the
Accidental dial? Yes No (If yes, please explain: )  How much time (approximate) did call takers or dispatchers spend on the call(s)? /5 SECONDS  How much time (approximate) did emergency service providers spend on the call(s)?		ot legitimate calls f	or help ( <u>harassing calls</u> )	, please indicate	the nature of the calls:	<del>-</del> -
Accidental dial? Yes No (If yes, please explain: )  How much time (approximate) did call takers or dispatchers spend on the call(s)?   How much time (approximate) did emergency service providers spend on the call(s)?   Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free attach any supporting call information or call narratives.)		Yes 1 No	Hang up(s)?	Yes	No	
How much time (approximate) did call takers or dispatchers spend on the call(s)? /5 Seconds  How much time (approximate) did emergency service providers spend on the call(s)?		Yes No		2 - 2		
How much time (approximate) did emergency service providers spend on the call(s)?	Other?	Yes No	(If yes, please explain:	·		)
Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free attach any supporting call information or call narratives.)	How much time (approxi	mate) did call taker:	s or dispatchers spend on	the call(s)? /	5 SECONDS	
Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free attach any supporting call information or call narratives.)	How much time (approxi	mate) did emergenc	y service providers spen	d on the call(s)?		
MUSIC PLAYED OVER LINE.	Please describe harassing	calls, providing as	much detail as possible i			
	MUSIC PLAYED	OVER LINE.				
		<u> </u>				

Fax or email all information to:

#### Use March 15, 2008 through April 30, 2008

PURPOSE: We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs may work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any explanation of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

**DEFINITIONS:** For purposes of this form, the following definitions apply:

Non-initialized phone: A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes tobe an emergency.

**DIRECTIONS:** Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/26/08	PSAP: Wmino (Where call rece	Na Na	ıme: <u>                                    </u>	Chell (Call taker)	
Time or period of time t	hat individual or related ca	all(s) were received:	70:2	8	
	lls received from suspecte				
provided their location,	s for help from non-initiand (3) whether the PSAP ued before location could	was able to dispatch hel			
For any calls that were no Threatening in nature?	ot legitimate calls for hele Yes No X Yes No X	p ( <u>harassing calls</u> ), plea Bogus calls for help?	se indicate th	e nature of the ca	ulls:
Accidental dial? Other?	Yes 🗶 No	yes, please explain:			)
How much time (approx	imate) did call takers or d	ispatchers spend on the c	all(s)?3	o sec	·
How much time (approx	imate) did emergency serv	vice providers spend on t	he call(s)?	0	
Please describe harassing	g calls, providing as much Il information or call narra	detail as possible for esp			ease feel free to
			···-		

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

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Date: April 27, 08	_ PSAP: FACM	INGION POUCE	_ Name:_	(Call taker)	DANE
Time or period of time th	hat individual or re	elated call(s) were received	8.1	5 AM	
Number of suspected cal	lls received from su	uspected single caller:	A	LT# <u>911 - 020 -</u>	6333
	and (3) whether the	on-initialized phones, pleate PSAP was able to dispate a could be established:			
For any calls that were <u>n</u> Threatening in nature? Prank call?	oot legitimate calls Yes No Yes No	for help ( <u>harassing calls</u> ) Bogus calls for Hang up(s)?	, please ind help?	licate the nature of the YesNo YesNo	calls:
Accidental dial? Other?	Yes No	(If yes, please explain:			)
How much time (approx		ers or dispatchers spend on		_	
How much time (approx	imate) did emerger	ncy service providers spen	d on the cal	ll(s)?	
Please describe harassing attach any supporting ca		s much detail as possible fall narratives.)	or especial	ly aggravated cases. (	Please feel free to

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### **Use March 15, 2008 through April 30, 2008**

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

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Date: 4/28/08 PSAP: Faming for Name: Many Jedyx (Call taker)	==== (
Time or period of time that individual or related call(s) were received:	•
Number of suspected calls received from suspected single caller: ALT# 911-027-3	3487
For any <u>legitimate calls</u> for help from non-initialized phones, please describe (1) the nature of the call, (provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or r or the call was discontinued before location could be established:	
For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:  Threatening in nature? Yes No Bogus calls for help? Yes No  Prank call? Yes No Hang up(s)? Yes No  Accidental dial? Yes No  Other? Yes No (If yes, please explain:	)
How much time (approximate) did call takers or dispatchers spend on the call(s)?	
How much time (approximate) did emergency service providers spend on the call(s)?	
Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please f attach any supporting call information or call narratives.)	eel free to
Sounded like Kids Feating around triungulated on de	Luiu Rd
Sounded like Kids Faoling around triangulated on de & of Henley way in Aron - could hear they playing I disconnected, Fax or email all information to:	of Ping- 120

Jeffrey Vannais- PSAP Representative, Enhanced 9-1-1 Commission Email: <u>ivannais@ci.east-hartford.ct.us</u> Fax: 860-610-6294

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Date: 4/28/08	PSAP: Farming (Where call receive	Nan Nan	ne: May Jedynes ( (Call taker)	•
Time or period of time that	nt individual or related call	l(s) were received:	1835	
Number of suspected calls	received from suspected	single caller:	ALT# 911-000-697	7
	id (3) whether the PSAP w	vas able to dispatch help	cribe (1) the nature of the call, (2) if the (directly or through a transfer or relay of	
	t legitimate calls for help Yes No	( <u>harassing calls</u> ), please Bogus calls for help? Hang up(s)?	e indicate the nature of the calls:  Yes No Yes No	
Accidental dial? Other?	Yes / No			
How much time (approxim		patchers spend on the cal	11(s)? 30Scc.	
Please describe harassing attach any supporting call			cially aggravated cases. (Please feel free	to
Shaving a button	symister	pocketbook	's hat the	

Fax or email all information to:

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Date: 3/16/88	PSAP: Glastonbury Name: Slusarczyk (Where call received) (Call taker)
	that individual or related call(s) were received: 0819
	alls received from suspected single caller: ALT#9//-074-4880
provided their location,	ls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the call and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the canned before location could be established:
	not legitimate calls for help (harassing calls), please indicate the nature of the calls:
Threatening in nature?	Yes No Bogus calls for help? Yes No
Prank call?	Yes No Bogus calls for help? Yes No
Accidental dial?	Yes No
Other?	Yes No (If yes, please explain: 4// HQ 19 UP C9// 10 T9/K)
How much time (approx	Yes No No (If yes, please explain: 9/1 Hong up cq// no talk)  ximate) did call takers or dispatchers spend on the call(s)?
	ximate) did emergency service providers spend on the call(s)?
	ng calls, providing as much detail as possible for especially aggravated cases. (Please feel free to all information or call narratives.)

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